

## **WINTER STORM ALFRED INFORMATION GUIDE**

Governor Dannel P. Malloy has requested an emergency declaration from President Obama to assist with clean up and recovery efforts for the record storm that hit the state. If granted, the declaration would give the state access to direct federal assistance, as well as reimbursement for 75 percent of certain emergency protective measures.

### **CL&P Update**

**October 31, 2011** – Nearly 150,000 CL&P customers have been restored in the wake of a rare October snowstorm that at the peak knocked out power to more than 831,000 homes and businesses served by Connecticut Light & Power.

CL&P priorities are to work with towns to clear roads. Damage assessment is ongoing. There are 351 line crews working, 181 tree crews working in Connecticut today. More resources are on the way from out of state.

100 percent restoration is estimated for Sunday -November 6th, Sunday. Most customers will be restored before November 6th.

"We expect the pace of restoration to quicken as damage assessments are completed and additional crews arrive to help with the effort," said Jeff Butler, CL&P's president and chief operating officer. "We expect total restoration will take a week or more in some areas, but we will continue bringing in more crews to improve on that. And we will provide more detailed restoration estimates as soon as we have sufficient information to offer specific projections."

A significant difference from Tropical Storm Irene is that 44 CL&P transmission lines were damaged in central and northwest Connecticut. Transmission lines take power from the generating plants where it is made and deliver it to the local distribution grid. Workers are dedicated to address these most critical problems and have already restored six of the damaged lines. Even when the transmission lines are fixed, there may still be a great deal of distribution work to be done before customers have power.

Two helicopters are being used to help pinpoint damage to the electrical system, especially in those areas that are not easily accessible from the ground.

**Important Safety Reminders** - If you come across a downed line, consider it to be live and dangerous. Call 9-1-1 immediately and report it. Also, always stay at least 10 feet away from the downed wire.

In addition, the storm has led to an increasing number of customers using generators to power their homes and businesses. CL&P reminds customers that if a generator is installed incorrectly to a home's wiring, it can cause power to "backfeed," or flow back into the power lines, creating a dangerous situation for the public and for our line crews who may be working nearby. To avoid this situation, have a qualified electrician connect the generator with a transfer switch, so that it is not connected directly to your home's wiring.

To avoid the accumulation of deadly carbon monoxide, only use a generator outdoors. Never use a generator indoors, in an attached garage, a basement, or a crawl space. Avoid using a generator in a partially enclosed inhabited space, even if it is ventilated; opening doors and windows or using fans will not prevent carbon monoxide build-up. If placing it outdoors, make sure the generator is far from a home's doors, windows, and vents.

**To report or check on an outage** – Visit [cl-p.com](http://cl-p.com) or call 800-286-2000. CL&P's automated phone and online systems can rapidly process your report and help us speed restoration efforts. For helpful tips and news updates, go to our website at [www.cl-p.com](http://www.cl-p.com), follow CL&P on Twitter @CTLightandPower and "like" us at Facebook.com/CTLightandPower. You can also get updates on outages in your town by texting "outage" and your zip code to 24612 (texting fees may apply).

CL&P's Power Outage Map can be accessed at: <http://www.cl-p.com/outage/mobile.aspx>

## **UNITED ILLUMINATING UPDATE**

As of 7 a.m. Monday, Oct. 31, there are still **8,552** UI customers without power. The goal is to get all of these customers back by midnight tonight. All told, UI crews have restored 44,867 customers in the last 2 days. UI and outside contractors will have a full force of crews working in the UI service territory today... including 57 line crews, 27 tree crews, 20 wires down crews.

Customers can call UI toll free at 1-800-722-5584 to report power outages.

<b>As of 10/31/2011 7:00 AM</b>				
<b>Town</b>	<b>Number Served</b>	<b>Events</b>	<b>Current Number Out</b>	<b>Portion Out (%)</b>
Ansonia	8,514	35	640	7.52%
Bridgeport	57,938	15	78	0.13%
Derby	6,308	8	41	0.65%
East Haven	12,986	24	318	2.45%
Easton	2,869	50	983	34.26%
Fairfield	22,194	67	359	1.62%
Hamden	25,896	92	2,286	8.83%
Milford	26,174	13	31	0.12%
New Haven	54,264	42	329	0.61%
North Branford	3,352	10	71	2.12%
North Haven	11,418	66	737	6.45%
Orange	5,976	22	463	7.75%
Shelton	16,494	99	453	2.75%

Stratford	22,960	23	180	0.78%
Trumbull	13,589	99	1,033	7.60%
West Haven	24,566	11	50	0.20%
Woodbridge	3,626	42	500	13.79%
<b>Totals</b>	<b>319,124</b>	<b>718</b>	<b>8,552</b>	<b>2.68%</b>

### **Federal Emergency Management Agency (FEMA)**

The Federal Emergency Management Agency (FEMA) has developed a series of widgets that includes links to vital information on how prepare for a disaster and, if applicable, apply for disaster assistance. These widgets can found at the following links - <http://www.fema.gov/help/widgets/>

A widget specifically designed for hurricane-related preparedness - <http://www.fema.gov/help/widgets/#2>

FEMA's Blog provides the latest information on it is doing to prepare for, respond, and recover from the many disaster hazards - <http://blog.fema.gov/>

FEMA's mobile website makes it easier for smartphone users to access critical information regarding emergency preparedness and what to do in the event of a disaster - <http://m.fem.gov>

Other ways you can stay informed of FEMA's activities online are videos and podcasts w are available at [www.fema.gov/medialibrary](http://www.fema.gov/medialibrary) and [www.youtube.com/fema](http://www.youtube.com/fema); follow FEMA Twitter at <http://www.twitter.com/fema> and on FaceBook at [www.facebook.com/fema](http://www.facebook.com/fema).

### **Report Damages to Homes & Businesses –Call 2-1-1**

The State of Connecticut is urging residents to report damages to their homes or businesses to the state's free, emergency information line at 2-1-1 on online at [www.211ct.org](http://www.211ct.org). Comprehensive damage reporting will help the state's request for the federal disaster declaration.

### **CT Department of Insurance – Hurricane Irene Insurance Claims**

The Connecticut Department of Insurance is ready to help state residents who experienced damage to their homes related to Storm Alfred to document the damage to answer claims questions.

Please visit the CT Department of Insurance web site at: <http://www.ct.gov/cid/site/default.asp> or call 1-800-203-3447.

## **STATE URGES FOOD/WATER SAFETY PRECAUTION DURING STORM RECOVERY**

With thousands of households in the state without power, it is important to take precaution with food that has spoiled or water that has been contaminated. The Connecticut Department of Public Health is providing the following tips to stay healthy in the aftermath of this rare October storm:

### **When the Power Goes Out:**

- Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature.
- The refrigerator will keep food cold for about 4 hours if it is unopened.
- A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
- Wash fruits and vegetables with water from a safe source before eating.
- For infants, try to use prepared, canned baby formula that requires no added water. When using concentrated or powdered formulas, prepare with bottled water if the local water source is potentially contaminated.

### **Once Power is Restored:**

- If an appliance thermometer was kept in the freezer, check the temperature when the power comes back on. If the freezer thermometer reads 40°F or below, the food is safe and may be refrozen.
- If a thermometer has not been kept in the freezer, check each package of food to determine its safety. You can't rely on appearance or odor. If the food still contains ice crystals or is 40 °F or below, it is safe to refreeze or cook.
- Refrigerated food should be safe as long as the power was out for no more than 4 hours and the refrigerator door was kept shut. Discard any perishable food (such as meat, poultry, fish, eggs or leftovers) that has been above 40°F for two hours or more.
- Keep in mind that perishable food such as meat, poultry, seafood, milk, and eggs that are not kept adequately refrigerated or frozen may cause illness if consumed, even when they are thoroughly cooked.

### **Carbone Monoxide Hazards During Power Outages – Safety Precautions:**

Visit the CT Department of Emergency Management web site at:

[http://www.ct.gov/dph/lib/dph/environmental\\_health/eoha/pdf/co\\_disasters.pdf](http://www.ct.gov/dph/lib/dph/environmental_health/eoha/pdf/co_disasters.pdf)

### **Safety Information for Generators:**

Visit the CT Department of Emergency Management web site at:

[http://www.ct.gov/demhs/lib/demhs/weather/current\\_weather\\_updates/generator\\_fact\\_sheet.pdf](http://www.ct.gov/demhs/lib/demhs/weather/current_weather_updates/generator_fact_sheet.pdf)

## **Social Media**

Twitter - Office of Governor Dannel P. Malloy: [@GovMalloyOffice](#)

Twitter - CT Department of Emergency Service and Public Protection: [@CTDEMHS](#)

Twitter - Federal Emergency Management Agency: [@FEMA](#)

Twitter - Federal Emergency Management Agency, Region I [Serves CT]: [@FEMARegion1](#)

Twitter - Connecticut Red Cross: [@CTRedCross](#)

Twitter - Connecticut Light & Power: [@CTLightandPower](#)

Twitter - Northeast Utilities: [@NEUtilities](#)

## **CONNECTICUT SHELTER LOCATIONS**

**Bantam:** Northfield Fire Department, 35 Knifepoint Road; Bantam Center FD, 92 Doyle Road

**Bethel:** Bethel Municipal Center, 1 School Street

**Bethany:** Bethany Town Hall, 40 Peck Road. This is a warming center only

**Bloomfield:** Carmen Arace Middle School, 390 Park Ave & Seabury Senior Center, 200 Seabury Drive

**Bristol:** Chippens Hill Middle School, 551 Peacedale Street

**Burlington:** Burlington Town Hall, 200 Spielman Hwy. This is a warming center only.

**Canton:** Canton Community Center, 40 Dyer Avenue

**Cheshire:** Cheshire Senior Center, 240 Maple Avenue

**Clinton:** Clinton Town Hall, 54 East Main Street

**Colchester:** Bacon Academy, 611 Norwich Avenue

**Columbia:** Rham High School, 89 Wall Street, Hebron. The shelter will open at 5 p.m. on Monday, Oct. 31. Bring blankets, towels, snacks and games. No pets allowed. The Beckish Senior Center, at 188 Route 66, will be opened on Monday, Oct. 31, from 9 a.m. to 5 p.m. for people who need to warm up, charge a cell phone, enjoy a hot drink, grab a snack and use the bathroom. Showers are not available.

**Coventry:** Coventry High School gym, 78 Ripley Hill Road. Residents are asked to bring bedding supplies, towels and hygiene items. Pets are welcome with valid rabies certificates and must be in a crate

**Cromwell:** Town Hall, 41 West St.; Woodside Elementary School, 30 Woodside Road

**Danbury:** Danbury War Memorial, 1 Memorial Drive

**Durham:** Coginchaug Regional High School, 135 Pickett Lane. Warming center, residents may also sleep over

**East Hartford:** Town Hall, 140 Main Street

**Enfield:** JFK Middle School, 155 Raffia Road

**Farmington:** Farmington High School, 10 Monteith Drive

**Glastonbury:** Glastonbury High School, 330 Hubbard St.; Town Hall Academy Wing, 2155 Main St. Potable water is available at the fire station.

**Granby:** Town Hall, 15 North Granby Road.

**Hartford:** Pope Park Community Center, 30 Pope Park Drive; Parker Memorial Community Center, 2621 Main St.

**Lebanon:** Lyman High School, 917 Exeter Road

**Litchfield:** Northfield Fire Department, 35 Knifepoint Road; Bantam Center FD, 92 Doyle Road

**Manchester:** Manchester High School, 134 Middle Tpke.  
**Mansfield:** Mansfield Community Center, 4 South Eagleville Road  
**Marlborough:** Elmer Thienes Mary Hall Elementary School, 25 School Drive  
**Meriden:** Lincoln Middle School, 154 Centennial Ave; Edison Middle School, 1355 No Broad St; Meriden Senior Center, 2226 West Main Street  
**Middlebury:** Fire Department Headquarters, 65 Tucker Hill Rd. \*\*Reported closed on Sunday night.  
**Middletown:** Middletown High School, 200 LaRosa Lane  
**Monroe:** Monroe Senior Center, 235 Cutlers Farm Road  
**Naugatuck:** Andrew Avenue School, 140 Andrews Ave.  
**New Canaan:** New Canaan Town Hall, 77 Main St. Animal sheltering available at the town Animal Shelter  
**New Fairfield:** New Fairfield High School, 54 Gillotti Road  
**Newington:** Newington High School, 605 Willard Avenue  
**Newtown:** Newtown High School, 12 Berkshire Road  
**Norwalk:** Public libraries are open as warming centers  
**Oxford:** Oxford High School, 61 Quacker Farm Road  
**Plainville:** Plainville High School, 47 Robert Holcomb Way. Residents are advised to bring medications, food, water, pillows blankets and any immediate needs. No pets are allowed.  
**Plymouth:** Eli Terry Middle School, 21 North Main Street  
**Ridgefield:** Yanity Gym, 60 Prospect Street  
**Rocky Hill:** Rocky Hill Community Center, 671 Old Main St.; Rocky Hill Senior Center, 761 Main Street  
**Simsbury:** Simsbury High School, 34 Farms Village Road  
**South Windsor:** South Windsor Community Center, 150 Nevers Road  
**Southbury:** Southbury Senior Center, 561 Main Street  
**Southington:** Calendar House, 388 Pleasant Street  
**Suffield:** Suffield High School, 1060 Sheldon Street  
**Torrington:** Sullivan Senior Center, 88 East Albert St.; Vogel- Wetmore 68 Church Street & Community Soup Kitchen, Marden Lane  
**Trumbull:** Senior Center, 23 Priscella Place  
**Wallingford:** Wallingford Emergency Shelter, 123 Quinnipiac Street  
**Waterbury:** Waterbury Arts Magnet School, 255 Main Street  
**West Hartford:** Elmwood Community Center, 1106 New Britain Ave. For warming and overnight sleeping.; Bishops Corner Senior Center, 15 Starkel Road, for warming needs.  
**Weston:** Weston Middle School, 135 School Road  
**Wethersfield:** Pitkin Community Center, 30 Greenfield St. Residents are asked to bring their own warm clothes, snacks, pillows and medications.  
**Willington:** Willington Halls School, 111 River Road  
**Wilton:** Miller School, 217 Wolfpit Road

**Fire Houses in the following towns are open for warming centers:**

Avon  
Barkhamsted  
Beacon Falls  
Bethel  
Bridgewater  
Bloomfield  
Bozrah  
Canaan  
Colebrook  
Cornwall  
Cromwell  
Darien  
Eastford  
East Haven  
Franklin  
Griswold  
Haddam  
Hartland  
Lyme  
Mansfield  
Middlebury  
Morris  
Monroe  
Montville  
New Haven Fire School  
Plymouth  
Prospect  
Rocky Hill  
Roxbury  
Sharon  
Southbury  
Stamford  
Sterling  
Union  
Voluntown  
Thompson  
Watertown  
Willington  
Woodstock